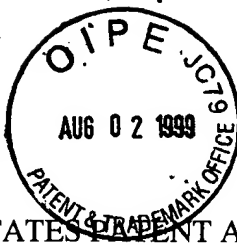


Attorney Docket No. 004020.P001



#4 Receipt
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Patent

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Patent Application of:

David T. Sulcer, et al.

Application No.: 09/336,424

Filing Date: June 17, 1999

For: PROTOCOL TECHNOLOGY FOR
CLIENT/SERVER ENVIRONMENT

Examiner: Not Assigned

Art Unit: 2751

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Assistant Commissioner for Patents
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REQUEST TO CORRECT ERRORS IN THE FILING RECEIPT

Sir:

Applicant respectfully notes that the title and name of Applicants listed on the Filing
Receipt of the above-identified application is incorrect. The Filing Receipt erroneously lists the
title as "**GUI INTERPRETATION** TECHNOLOGY FOR CLIENT/SERVER
ENVIRONMENT and the name of Applicants as "David T. Sulcer, Santa Clara, CA; Lawrence
M. Ackner, Los Altos, CA" (emphasis added). The correct title is "**PROTOCOL**
TECHNOLOGY FOR CLIENT/SERVER ENVIRONMENT" and correct name of the
Applicants are "David T. Sulcer, Santa Clara, CA; **Donna S. Lowe-Cleveland, Sunnyvale, CA;**
Lawrence M. Ackner, Los Altos, CA" (emphasis added).

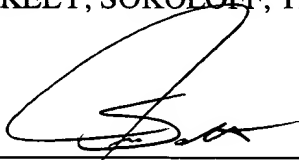
Therefore, correction with respect to the title and name of Applicants in the Filing
Receipt of the present application is respectfully requested. Additionally, Applicant requests the
issuance of a new Filing Receipt.

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Accompanying this Request are copies of (1) the Filing Receipt showing the requested change thereon, (2) the Application cover page, (3) the Declaration and Power of Attorney, and (4) the returned postcard.

Respectfully submitted,
BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN LLP

Dated: 7/21/, 1999



James H. Salter
Reg. No. 35,668

12400 Wilshire Boulevard
Seventh Floor
Los Angeles, CA 90025-1026
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APPLICATION NUMBER	FILING DATE	GRP ART UNIT	FIL FEE REC'D	ATTORNEY DOCKET NO.	DRWGS	TOT CL	IND CL
09/336,424	06/17/99	2751	\$1,726.00	04020.P001	9	52	8

JAMES H SALTER
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12400 WILSHIRE BOULEVARD
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LOS ANGELES CA 90025

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Receipt is acknowledged of this nonprovisional Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Customer Service Center. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts of Application" ("Missing Parts Notice") in this application, please submit any corrections to this Filing Receipt with your reply to the "Missing Parts Notice." When the PTO processes the reply to the "Missing Parts Notice," the PTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

Applicant(s) DAVID T. SULCER, SANTA CLARA, CA; LAWRENCE M. ACKNER,
LOS ALTOS, CA.

DONNA S. LOWE-CLEVELAND, SUNNVALE, CA;

IF REQUIRED, FOREIGN FILING LICENSE GRANTED 07/14/99

TITLE

~~GUI INTERPRETATION~~ TECHNOLOGY FOR CLIENT/SERVER ENVIRONMENT
PROTOCOL

PRELIMINARY CLASS: 711

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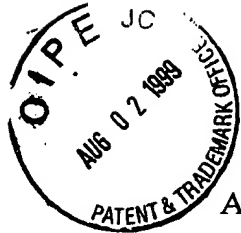
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TEAM: 04 DATE: 07/14/99



(See reverse for new important information)



Attorney Docket No. 004020.P001

PATENT

UNITED STATES PATENT APPLICATION

FOR

PROTOCOL TECHNOLOGY FOR CLIENT/SERVER ENVIRONMENT

INVENTOR:

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DONNA S. LOWE-CLEVELAND

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Serial/Patent No.: Not Yet Assigned Filing/Issue Date: Herewith
Client: Remedy Corporation
Title: Protocol Technology For Client/Server Environment

BSTZ File No.: 004020.P001
Date Mailed: 6/17/99

Atty/Secty Initials: JHS/CES/ROR/td
Docket Due Date: **

The following has been received in the U.S. Patent & Trademark Office on the date stamped hereon:

- ☐ Amendment/Response (____ pgs.)
☐ Appeal Brief (____ pgs.) (in triplicate)
☒ Application - Utility (46 pgs., with cover and abstract)
☐ Application - Rule 1.53(b) Continuation (____ pgs.)
☐ Application - Rule 1.53(b) Divisional (____ pgs.)
☐ Application - Rule 1.53(b) CIP (____ pgs.)
☐ Application - Rule 1.53(d) CPA Transmittal (____ pgs.)
☐ Application - Design (____ pgs.)
☐ Application - PCT (____ pgs.)
☐ Application - Provisional (____ pgs.)
☐ Assignment and Cover Sheet

- ☒ Certificate of Mailing (Express Mail)
☒ Declaration & POA (5 pgs.) (Unexecuted)
☐ Disclosure Docs & Orig & Copy of Inventions Signed Letter (____ pgs.)
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☐ Preliminary Amendment (____ pgs.)
☐ Reply Brief (____ pgs.)
☐ Response to Notice of Missing Parts
☐ Small Entity Declaration for Indep. Inventor/Small Business
☒ Transmittal Letter, in duplicate (3 pages)
☒ Fee Transmittal, in duplicate

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06/17/99